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Title:   Using Task Analysis to Understand the Data System
Operations Team

Abstract
The Data System Operations Team (1) SOT) currently monitors and
controls the Mult imission Ground Data System (MGDS) at NASA's Jet.
Propulsion Laboratory. The MGDS currently supports five
spacecraft and within the next five years it will support ten
spacecraft simultaneously . The ground processing element of the
MGDS consists of a distributed UNIX-based system of over 40 nodes
and 100 processes  . The MGDS system provides operators with little
or no information about the system's end-to-end processing status
or end-to-end configuration . The lack of system visibility has
become a critical issue in the daily operation of the MGDS . A
task analysis was conducted to determine what kinds of tools were
needed to provide DSOT with useful status, information and to
prioritize the tool development . The analysis provided the
formality and structure needed to get the right information
exchange between development and operations . This paper describes
how even a small scale task analysis can improve developer-
operator relations and the challenges associated with conducting
a task analysis in a real-time mission operations environment .